

Deaf and Hard of Hearing How to remove barriers to services

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DV Comparing Barriers

▶ Hearing Community

- ▶ Large
- ▶ Events - Don't see each other
- ▶ One-on-One relationship
 - ▶ Family support

▶ Deaf Community

- ▶ Small
- ▶ Events - Know/see each other
 - ▶ Same friends
- ▶ No One-on-One relationship
 - ▶ Family cannot communicate
- ▶ Touching community

Cultural Difference

Hearing

- ▶ Pointing is rude
- ▶ Eye contact is not required
- ▶ Can't "talk" with mouth full of food (rude)
- ▶ Tone of voice
- ▶ Short good-bye
- ▶ Short introduction
- ▶ Use voice to get attention
- ▶ Question - brief and short
- ▶ Boundary space

Deaf

- ▶ Pointing
- ▶ Eye contact is NECESSARY
- ▶ Can "talk" with mouth full of food
- ▶ Body Language including facial expression
- ▶ Over-staying/long good-bye
- ▶ Long introduction
- ▶ Use shoulder-tapping, waving hands, or tapping on table
- ▶ Question - detailed information
- ▶ DST
- ▶ Direct
- ▶ Boundary space
- ▶ Experience

Myths

- ▶ Speak loud
- ▶ Speak slower
- ▶ All Deaf can lip-read/speak
- ▶ Hearing aids make a person hear
- ▶ Deaf and Dumb

Deaf and Hard of Hearing Communication Modes

- ▶ Manual communication
 - ▶ American Sign Language (ASL)
 - ▶ Signed Exact English (SEE)
 - ▶ Pidgin Sign English (PSE)
 - ▶ Rochester
 - ▶ Simultaneous Communication (Sim-Comm)
 - ▶ Tactile/Tracking
 - ▶ Minimum Language Skills (MLS)
- ▶ Oral communication
 - ▶ Communication Access Real-Time Transcription
 - ▶ Oral Deaf -Lip Readers, Assistive Listening Devices

Accommodation Arrangements

- ▶ Interpreting
 - ▶ On-Site Interpreting
 - ▶ One-on-One
 - ▶ Staff meeting
 - ▶ Training/Conference
 - ▶ Video Remote Interpreting
- ▶ Computer Access Real-time Transcription (CART)
 - ▶ On-Site
 - ▶ One-on-One
 - ▶ Training Conference
 - ▶ Remote

English as a second language

- ▶ 90% of Deaf children are born to hearing parents
- ▶ Delayed Language foundation
- ▶ Average reading level 3.9
- ▶ Only 25% is understood by lip-reading
 - ▶ Examples
 - ▶ <https://youtu.be/PmHHVaYbNmY>
- ▶ Word meanings
 - ▶ Run
 - ▶ Block
- ▶ Hearing loss <https://www.youtube.com/watch?v=it4ZjKQ2WMQ>

ASL Word Order

- ▶ English conversation tends S-V-O or S-V order.
- ▶ ASL follows several different “word order” depending on what is needed.
- ▶ ASL does not use BE words (am, is, are, was, were) or anything indicate the state of being and articles (a, an, the), too.

T-S-V-O or T-S-V (Time - Subject- Verb- Object)

S-V-O Boy Throw Ball

T-S-V-O Week past I wash car

T-O-V When Car Wash?

Video Phone Equipment

- ▶ Sorenson
- ▶ Purple Communication
- ▶ ZVRS

- ▶ High speed internet
- ▶ Web cam
- ▶ Laptop/Device
- ▶ Smart Phone/Tablet

Video Relay Services - phone call, free

VIDEO RELAY SERVICE (VRS)



Video Remote Interpreting - cost/minute



Deaf VRI experiences

- ▶ Legal
 - ▶ Courts
 - ▶ Booking
 - ▶ Lawyers
- ▶ Hospitals

Communication Access Realtime Translation (CART)



Smart Phones and Tablets

▶ iPhone

- ▶ Dragon Dictation
- ▶ Email
- ▶ Texting
- ▶ Video Phones
 - ▶ Ntouch (Sorenson)
 - ▶ Z5 Mobile (ZVRS)
 - ▶ P3 Mobile (Purple VRS)
- ▶ Hamilton Captel
- ▶ Clear Captions
- ▶ MiMix3D
- ▶ Pro Deaf
- ▶ Glide
- ▶ Skype
- ▶ Zoom
- ▶ AVA

▶ Android

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Tips to advocate for survivors when they need interpretation or other services

- Eye Contact
- Talk to the individual
- Use nationally certified
 - Court Certified Interpreters
 - Qualified interpreters
- Interpreters
 - Each party - defendant and plaintiff
 - Judge
 - Certified Deaf Interpreter

www.dhhs.in.gov

Resource Directory

Additional Information

- ▶ Deka Oliver, Program Director
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